

EAI Issue Summary  
November 16, 2003 -  
December 15, 2003

Open Issues (Percent Complete <> 100%)	0	0%
Resolved Issues (Percent Complete = 100%)	1	100%
Total Issues	1	100%

Open prior to period, Not resolved in period	0	0%
Open prior to period, Resolved in period	1	100%
Open in period, Not resolved in period	0	0%
Open in period, Resolved in period	0	0%
	1	100%

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November 16, 2003 -  
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Issue No.	Issue Topic	Issue Description	Complexity	Start Date	Complete Date	Percent Complete	Status	Response Date	Last Response
124	VDC Delayed Resolution of Data Integrator Production Alert	On 9/18 at 11:20 a MQMON alert was sent - EAI Support: date = Thu Sep 18 11:40:31 EDT 2003;use = Production;host = Su35e3;QMgr = EAIP2;Object = FTFRCV.CONTROL;msg = CurDepth:24 SERVICE LEVEL EXCEEDED; This alert fired for one hour (once every 20 minutes). This is an alert that should have been addressed by AIS. Patrick Volpe and Barnet Malkin were paged at 12:16 PM by the VDC help desk per a VDC system administrators instruction to respond to a TNG alert that had fired indicating that the ftfrcv process was done on SU35E3. Mike Krueger restarted the process at 12:35 PM. Larry Knox (TSYS) paged Patrick Volpe at 12:29 PM to indicate there were batches backing up at TSYS due to DI issue. Larry notified of issue. Mike K. and Patrick joined call with TSYS to monitor and discuss DI traffic and review issue. Patrick paged AIS support and called Mani A. (AIS) to gather information regarding delayed response/resolution from AIS.	Medium	18-Sep-03	12-Dec-03	100%	Resolved	12-Dec-03	AIS has confirmed internal process changes have been implemented to ensure responsiveness to EAI alerts.
								3-Dec-03	Mani Alalasundaram at the VDC has taken several action items; once they are completed this issue can be closed. EAI has contacted him several times and awaits a response regarding these items.
								6-Oct-03	10/6 - Discussed points from previously sent email: 1 - Define maximum and reasonable duration AIS has to resolve issue before escalation to EAI. Say 30 minutes. 2 - Define some minimum expectation for issue response times. If oncall person is busy with other client /issue escalate to other AIS or EAI. 3 - Re-emphasize with support staff that FSA deserves and is paying for a high level of support and AIS and EAI need to provide that to them. 4 - Communicate to System Administrators that for all EAI related (MQ, DI) TNG alerts the EAI call out list in GEMSP should be followed (i.e, AIS is called). The System Admins have been very inconsistent about this. Mani agreed with all the points and has taken away the following action items: - Revise and communicate escalation procedures to the AIS team - Re-emphasize responsiveness and service for FSA alerts - Contact John Pilla to corrdinate paging of AIS for all TNG alerts.
								1-Oct-03	9/30 - No contact from AIS. I contacted Mani who was busy and has not had time to respond. He said he would contact me.
								22-Sep-03	9/18 - Sent email of issue to Mani Alalasundaram (AIS) and requested meeting to discuss.